

# Worker's Compensation Advisory Committee - Subcommittee on Health Care

Meeting Notes – April 13, 2012, 9am – 12pm

Department of Labor & Industries - Tukwila Service Location

## *Participants:*

**Labor:**           **Present** - Ed Wood, Karen Gude. **Absent** -Rebecca Johnson, John Aslakson.

**Business:**       **Present** - Beverly Simmons, John Meier, Christina Lombardi, and Breen Lorenz. **Absent** -Tammie Hetrick.

**BIIA:**           **Absent** - Dave Threedly.

**L&I:**           **Present** - Janet Peterson, Bob Mootz, Diana Drylie, and Gary Franklin.

## *Resources:*

L&I: Anita Austin, Susan Campbell, Morgan Wear, Noha Gindy, Jim Kammerer.

## *Guests:*

Terri Smith-Weller, Jeri Wood.

## *COHEs:*

Jon Reynolds, June Spector, Harborview COHE; Dan Hansen, EWA COHE; Karen Nilson, Jaime Nephew, Renton COHE

## **Brief Summary of Activities:**

- Welcome and Introductions
  - Safety Message & Purpose of the day
    - Jan. 11, 2012 WCAC-HC meeting minutes are approved pre-meeting and posted on the L&I webpage
    - <http://www.lni.wa.gov/ClaimsIns/Providers/ProjResearchComm/OHS/WcacHcMtg>
  - WCAC Update (April 9<sup>th</sup>)
- WCAC-HC Procedural Agreements/Charter Updated
  - Review Updated Interests Document
    - Caucus Possible
  - Person(s) Identified to Sign Charter
    - Caucus Possible
  - Updated Charter
- Renton COHE highlight
- COHE Self-Insured Employer pilot
- Surgical Best Practices draft work plan
- Status reports
  - COHE
  - Top Tier
  - Emerging Best Practices
  - Surgical Best Practices – addressed above
- Items From Business/Labor Advisory Board
  - Beverly Simmons for Renton COHE – None
  - John Meier for EWA COHE – None requested
- Communication Agreements
  - Messages for WCAC
  - Messages for BLAB

## **Discussion:**

Introduction – Gary Franklin & Diana Drylie

Meeting minutes from Jan. 11, 2012 are included in packet. Group reviewed new process for meeting minutes. Minutes will be sent to committee members for review within two weeks after meeting date. When comments are received from all members in attendance at the meeting, they will be finalized and placed on L&I's web-site. Email notification of this step will be sent to board members. Note: Minutes from Jan. 11, 2012 were approved via new process and published on the web-site prior to this meeting.

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WCAC Update (April 9, 2012) – Janet Peterson

L&I presented expanded scope of WCAC-HC at this meeting. There was not a lot of time devoted to the agenda item for full discussion. A teleconference will be scheduled at a later date with a vote by WCAC members. WCAC asked for a clear delineation of different committees during the teleconference.

WCAC-HC Procedural Agreements/Charter Updated – Janet Peterson (see handout)

In a previous meeting it was discussed and the draft charter amended so that the WCAC-HC was described as advising the long-term planning and policy direction of the Occupational Health Services Program. After reviewing that language there was a fair amount of discomfort with what appeared to be a significant expansion of the role of the committee and it was agreed that the WCAC needs to define both the role and scope of this committee. Approval of the charter will be delayed until direction from the WCAC is obtained. Additional changes were proposed and are included with these meeting notes for review.

- Proposed scope expansion needs to be approved by the WCAC.
- Committee roles in WCAC-HC charter still needed further clarification (see pg. 7 #2.)
- “Communication and Coordination of COHE Issues” (flowchart in charter)
  - There is a standing agenda item for annual review of the charter at the first WCAC-HC meeting of every calendar year.
  - There is standing agenda item on the WCAC-HC agenda to address any items that a BLAB brings forward.
  - Items that are not agreed to by the full Business and Labor Advisory Board should be sent to the L&I OHS manager or COHE manager. They may still be included on a WCAC-HC agenda as a topic, but will not be included in the standing agenda item for the Business and Labor Advisory Boards.
  - Purpose of the COHE BLAB is to advise L&I and the COHE and to mobilize the community.

Caucus: (see handout)

Each caucus gathered to review interests and update core interests. See attached charter regarding on updated draft interests. (pg. 7 of Charter)

A business member will send a bulleted list of business interests. Subcommittee member raised the issue that charter is still draft and interests may change after scope of subcommittee is clarified with WCAC. This subcommittee will need to revisit charter.

Core Interests:

1. Labor's revised core interests:
  - a. Maintain worker choice of medical provider.
  - b. Injured worker is better off long-term.
  - c. Utilize information collected through COHEs to reduce or prevent injuries and illnesses.
  - d. Injured worker seen as soon as possible by medical provider and receives treatment as soon as possible.
  - e. Stay focused on the successes learned over the years from the established COHEs.
  - f. Maintain the COHE Business and Labor Advisory Board and community involvement including business, labor, ~~and~~ the medical provider community and ~~including~~ the COHEs.
2. Business's revised interests:
  - a. Will send a bulleted list subsequent to this meeting:
    - a. Supporting innovative workers' compensation health care system solutions that improve outcomes and system efficiency.
    - b. Consistent and clear measurement of solution value and performance.
    - c. Serving all types of employers (e.g.SI, retrospective rating and non-retrospective rating).
    - d. Returning workers to the workforce as quickly and safely as possible
  - b. Proposed changes to be finalized at next WCAC-HC meeting on June 20<sup>th</sup>.

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3. L&I's revised core interests:
  - a. Foster community-wide and state-wide health care quality improvement for injured workers.
  - b. Improve worker outcomes and reduce disability.
  - c. Develop solutions based on evidence.
  - d. Improve workers' compensation system performance.
  - e. Increase provider willingness to treat injured workers.
  - f. Identify and promote occupational health best practices that address the full period of recovery.
  - g. Incorporate proven best practices into standard L&I processes and practices.
  - h. Improve partnership between the healthcare delivery system and workers' compensation claims management.

### Renton COHE highlight - Jaime Nephew & Karen Nilson (see handout)

Jaime presented information regarding the Renton COHE quarterly update report. She also discussed the progress of the Progressive Goal Attainment Program (PGAP) also known as activity coaching. Renton COHE is piloting the program to refine the referral process and eligibility criteria. PGAP referrals are starting as COHE referrals but are not limited to just COHE providers during the pilot.

- Subcommittee members had questions about this emerging best practice and a PGAP flier will be sent with the meeting minutes.
- There is an uptake in interest in PGAP in the health care community, especially among physical and occupational therapists that treat workers' compensation patients.
- One subcommittee member asked that the employer community be notified about this new best practice.

### COHE Self-Insured Employer pilot – Jim Kammerer (see slides handout)

Jim discussed the timeline and criteria for two potential Self-Insured Employer (SIE) and COHE pilots to start after July 2012. Renton COHE and King County is one pilot site. King County is self-administered. E WA COHE and Spokane Public Schools are a second pilot site. Spokane Public Schools are administered by a third party administrator, Sedgwick. L&I has considered the feasibility of both pilots in terms of their impact on the COHEs and L&I capacity and oversight of the pilots.

### Surgical Best Practices draft work plan - Morgan Wear (see handout)

Morgan discussed the beginnings of a format for a draft work plan for surgical best practices. The handout includes a conceptual model and timeline. Best practices will include pre-op and post-op, surgeries that are straightforward as well as those that are outliers and have poor outcomes.

- Subcommittee member asked whether rural communities will be included or will this project start with COHEs. Morgan answered that the plan will start with COHEs as the structure is in place but then be extended further. EWA COHE does bridge the gap between rural and urban.
- Subcommittee member requested that criteria needs to be driven by outcomes. Morgan agreed but said work plan would first address process evaluation and secondly outcome evaluation.
- One COHE program director suggested that in order to do this well, access to the Claim and Account Center (CAC) for all providers beyond just the attending provider must be updated.
- Dr. Karen Nilson brought up that a work plan for surgical best practices needs to measure the responsibility of a surgeon to follow their surgical patients. Good surgeons already do this but other patients are left with inconsistent follow up care.

### Status Reports – (see handouts)

#### COHE – Anita Austin

Anita gave an update on current COHE beta testing processes. Her example of a beta test item was the small group formed from the WCAC-HC to look at alternate mechanisms for business and one labor communication and involvement in future COHEs.

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- One subcommittee member asked for an update on the beta test item for changing the provider reporting. L&I is currently developing a different prototype for the provider level reporting to include real data.
- The member asked that the draft prototype be sent to providers at both COHEs as well as brought back to the WCAC-HC for review.
- He requested that the prototype be brought in a meeting to actual providers and that L&I meet with them to obtain feedback, not just send out the prototype by email.

### Top Tier – Noha Gindy

Noha gave an update on the top tier of the provider network. L&I is working with the Provider Network Advisory Group to develop criteria for top tier providers. After this initial milestone, the next steps will be infrastructure and then incentives. The initial set of criteria for top tier providers is expected to be available to the Advisory group and then on the L&I website by April 26, 2012.

### Emerging Best Practices – Susan Campbell

Susan gave an update on emerging best practices including current pilots for Functional Recovery Questionnaire and Interventions (FRQ/FRI), case conferencing and Progressive Goal Attainment Program (PGAP) also called activity coaching. Jaime Nephew had spoken about Renton COHE's piloting of these practices during the Renton COHE update. Dr. Franklin and Bob Mootz will present on PGAP and the FRQ/FRI process at the next meeting. Susan mentioned that IIMAC will make recommendations on shoulders and knees, so this is no longer a responsibility for Emerging Best Practices.

### Surgical Best Practices – Morgan Wear

Update was addressed above in discussion of draft work plan.

### Items from Business/Labor Advisory Board

Renton COHE – none

EWA COHE – none

### Communication Agreements

Messages for WCAC: This Committee is waiting to close the loop on the scope of the WCAC-HC.

Messages for Business/Labor Advisory Boards: L&I will send out fliers and present at both Business and Labor Advisory Boards on the emerging best practice: Progressive Goal Attainment Program (PGAP.)

### Parking Lot & Adjourn

- John Meier asked that L&I consider the coordination between COHE HSCs, L&I ERTW staff and the new Stay at Work program. He also asked if a COHE claim was visible in the Claim and Account Center (CAC.)
- Ed Wood provided a short update on the “formal mechanism” for business and labor and possible alternatives to a Business and Labor Advisory Board for new COHEs. The small group has contacted the Renton BLAB which has its next meeting on May 1, 2012. This issue will be discussed on the July WCAC-HC agenda.
- Decision was made not to send the PGAP flier to the WCAC at this time. WCAC will be updated on PGAP and other emerging best practices at a later date.
- Christina Lombardi formally recognized the contribution that Beverly Simmons has made to the WCAC-HC. This is her last meeting before retirement.

### **Future Meetings:**

## **Worker's Compensation Advisory Committee - Subcommittee on Health Care**

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June 20, 2012 - Tacoma - 1:00 to 4:00 pm